

Supplemental to:

Quarter 2 PIP Item: 1A.5.5 Share Regional approaches to engagement and strength-based casework (ice breaker meetings, "Parent Orientation" trainings, parent advocate programs.

Mike Cheek, Director of Protection and Permanency, met with regional management on October 21, 2010, at Kentucky State University. The goal of the meeting was to present the findings of the values and belief survey and the results of the family Team meeting evaluations, and then facilitate discussion around how each region could use this information as they engage families. Each region was asked to discuss and share regional approaches to family center practices. The results are included in part 2 of this supplemental.

Service Region Associate/Clinical Associate Training
Notes of the Meeting
October 21, 2010

Discussion 1- Values and Attitudes Survey results –

Dr. Ruth presented the survey analysis (see attached power point). Regional breakouts were held and reported out discussing “How the region will use results to increase family engagement” and “Existing promising practices”.

Northern Bluegrass

- Present to FSOS’ at December meeting
- FSOS’ take information to individual team meetings and process through 3 questions:
 1. Case planning
 2. Family Strengths
 3. Engaging Fathers
- Report back through team members meeting minutes
- Straight talk training (promising practice)

Northeastern

- Present to FSOS’ and staff. Have them generate strategies for engagement and court relationships
- Model and stress strength-based working during consultations
- Clarify what is “engagement”
- Present region specific data to workers and supervisors
- Highlight progress with regard to fathers
- Develop clear, concise expectations and communicate to families

Cumberland

- Begin by Presenting information at staff meeting and promote discussion and how it impacts service delivery.
- During consultations asked questions that promote/guide strength-based solution – focused conversation of the family:
 1. How did you engage?
 2. What is working?
 3. What is their identified strengths?
- Encourage workers to present strengths as well as, family challenges to the judge and community partners:
 1. Day to day practices (FTM’s, meetings, etc.)
 2. Court reports

Eastern Mountain

- Switch tone of MSW and URC consults to focus on family strengths instead of deficits. “What if this was you?”
- Explore worker’s beliefs/values and their role in their case decision making.
- Fundamental attribution error exercise at FSOS meeting giving two descriptions of same family from two points of view

Action Step 1A.5.5 part 2
KY 3rd QR report
December 31, 2010

- Require same exercise at local CQI
- Kinship care empathy exercise
- Cross reference court experience survey
- Empathy related questions during interviews of potential employees
- Encouraging staff to view family as a whole not one incident based thinking

Southern Bluegrass

- Encourage staff to identify strengths with families on a regular basis (FTM's/Monthly HV's)
- Work on process of becoming more family friendly/inclusive as opposed to impersonal/cold harsh
- Share report/results with staff
- Identify team/individual strengths and struggles
- Hold/make FSOS accountable for approval of reports to court and assist workers in skills to articulate Cabinet's position in court
- Present result survey at FSOS meeting
- Share information with FTM facilitators
- Follow up to ensure FSOS presents to workers or SRAA present to workers when possible
- Have meeting with facilitators for FTM
 1. Make meetings more comfortable
 2. Situate room to accommodate a more respectful/interactive atmosphere
- Develop training on engaging families – bias and ethics
- Update tools for HV's and discussing family strengths/progress

Jefferson

- Continue to use facilitated staffing/FTM's to engage families and community partners (promising practice)
- Continue to use Community Partners to engage families in protecting children
- Have monthly meeting to discuss implementation of services to address PIP issues
- Share with field staff the results of survey and pick one topic a month to discuss in CQI meeting

Salt River Trail

- Engage FSOS in discussion with staff about barriers to engaging families
- Have FSOS model behaviors with staff on engaging families through meetings and facilitation
- Case planning developed with family present to get their input on the plan
- Acknowledging and affirming engaging behaviors when they occur

The Lakes

- Focus on building empathy
- Build capacity with FSOS
- FSOS meeting – discuss survey again
- Small FSOS discussion groups with associate
- Develop strategies to implement
- Accountability/follow-up with associate

Two Rivers

- Start with FSOS' – trickled down to staff
- Presentation around their beliefs and values to get them thinking how that effects work

Action Step 1A.5.5 part 2

KY 3rd QR report

December 31, 2010

- Opportunities to model engagement in skill building (example: chair case planning conferences)
- If we picked clients fail because of case plan confusion – what does that say since we create them?
- How do we slow down the process to achieve goals with families?

Family Team Meeting evaluation results Dr. Ruth presented the survey analysis (see attached power point). Regional breakouts were held and reported out discussing "How the region will use results to increase family engagement" and "Existing promising practices".

Cumberland

- Present at next supervisor meeting on how FTM's impact outcomes for families
- Use skilled facilitators to train/model for other FSOS' to increase their facilitator skills (promising practice)
- Use CQI specialist to gather county specific data to identify areas of improvement
- TR – Quality

Eastern Mountain

- Recognize current progress (slides) and encourage continued progress
- Work with Community Partners to jointly plan FTM/treatment team meetings.
- Increase collaboration with in-home service programs (FPP, CCC, IIHS, Diversion) to have FTM in the home
- Build relationship with schools to have FTM at school on school based/truancy/status issues with kids
- Protocol of setting next FTM scheduled at 5-day conference to get early notification
- Invite GAL and parent's attorney to 5-day conference/FTM at the TCO hearing
- Training (refresher) for FSOS on facilitating FTMs
- Martin County START staff to share/demonstrate skills at FSOS meeting
- Use PCC treatment team meetings as joint FTM

Northern Bluegrass

- Educate on what is an FTM and documenting in TWIST and contacts
- Track FTM data and share at monthly FSOS meetings
- FTM held: Safety, 6 month case plan within 90 days of exit, and placement stability
- Use S&R process – was there safety meeting prior to removal

Southern Bluegrass

- Share information from report – breakout groups FSOS meeting
- Stress importance of entering contact/correct contact type for FTM
- Define what constitutes a FTM
- Meet with facilitators to re-design the FTM process
- Need policy change to define FTM to allow staff to select FTM in different situations
- Refresher provided to workers on inviting family to bring supports (promising practice)

Northeastern (all promising practices)

- New training developed and all staff received it in August 2010
- Community Partner FTM curriculum in development
- Facilitator Training in development – "key staff" identified
- Share FTM research with staff
- Discuss monthly stats with supervisors and staff (CQI scores)
- Family survey

- Incentivizing good practices and outcomes
- PR opportunities in regular contacts with Community Partners

Salt River Trail

- FTM on every investigation that moves to ongoing
- Begin FTM with strengths of family
- Identify counties with challenges in FTMs and match with counties having success with FTMs
- Structure meetings with clear expectations and roles

The Lakes

- FTM's – Quality = Engagement
- FSOS' (staff meeting) – what are their attitudes (have they bought in??)
Define what is a quality FTM
- Develop local peer training for effective FTMs
- Encourage FSOS involvement/mentoring of workers – FTMs
- Follow-up- Re-visit FTMs in URs permanency reviews

Jefferson

- Reinforce current process and documentation with focus on quality

Two Rivers

- Making sure staff understand what is a "Quality" FTM
- Make sure we are explaining FTM process to families – emphasize their participation
- Look at role of FTMs in in-home cases and prior to exits from OOHC
- Assess staff's skill level and comfort level in facilitating FTMs
- Assess what staff feel are barriers to quality FTMs